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BEFORE THE BOARD OF PATENT APPEALS AND INTERFERENCES

Application Number: 10/636,128
Filing Date: August 07, 2003
Appellant(s): HATHAWAY, THOMAS W.

Alexander J. Burke
For Appellant

EXAMINER'S ANSWER

This is in response to the appeal brief filed 03/14/2008 appealing from the Office action mailed 10/19/2007.

(1) Real Party in Interest

A statement identifying by name the real party in interest is contained in the brief.

(2) Related Appeals and Interferences

The examiner is not aware of any related appeals, interferences, or judicial proceedings which will directly affect or be directly affected by or have a bearing on the Board's decision in the pending appeal.

(3) Status of Claims

The statement of the status of claims contained in the brief is correct.

(4) Status of Amendments After Final

No amendment after final has been filed.

(5) Summary of Claimed Subject Matter

The summary of claimed subject matter contained in the brief is correct

(6) Grounds of Rejection to be Reviewed on Appeal

The appellant's statement of the grounds of rejection to be reviewed on appeal is correct.

(7) Claims Appendix

The copy of the appealed claims contained in the Appendix to the brief is correct.

(8) Evidence Relied Upon

6999990	Sullivan	2-2006

(9) Grounds of Rejection

The following ground(s) of rejection are applicable to the appealed claims:

Claims 1-30 are rejected under 35 U.S.C. 102(e) as being anticipated by Sullivan et al. (hereinafter Sullivan) U.S. Patent No. 6, 999, 990 issued Feb. 14, 2006 and filed May 12, 1999.

Please note the Examiner interprets the prior art of Sullivan as having two users; a system analyst and an end user. Sullivan teaches either user can perform the same function in executing maps and retrieving information from the system. However, the claim state "a user" and therefore for

the rejection below the Examiner interprets the teachings of Sullivan as the analyst as one user and the end user as the second user and in specific situations the user can refer to one or the other.

In regard to **Independent claim 1,** Sullivan teaches a system for providing help information supporting user operation of at least one executable application, comprising:

- An interface processor for receiving: user entered data representing a help message conveying help information addressing a recorded problem encountered in using at least one executable application by providing information for eliminating or reducing said problem (Sullivan Figures 4-5 and column 7, lines 55-67 and column 8, lines 1-18) Sullivan shows the user selecting and entering a help message that is sent to a server where a list of probable issues are returned. Then is the user is still having issues then an interface processor runs a map routine to determine from the user's entry the appropriate course of action to take. Sullivan teaches a diagnostic map that is activated by the user selecting a link within the content and the diagnostic checks the operating system and applications for errors by running a set of scripts. The map performs a diagnostic on the computer and responds with the error message to the user (See column 10, lines 34-61). The message is also sent to a system analyst who can see the actual steps performed by the user. The analyst can then see the results, rerun the map routines, and then send a message to the user regarding a fix to the problem. The map routine and error messages are related to the user operation of an executable application and the messages are sent regarding the actual error that has occurred.
  - A creation time indicator identifying a creation time of said help message (Sullivan column 12, lines 15-20 and Figure 19 and column 14, lines 20-25). Sullivan clearly shows the creation time indicator showing when the message was created (See Figure 19, 160). Notice in figure 19, the created field that shows the time stamp when the issue was created. Further, every message submitted by the support engineer is time stamped, see log bottom of figure 19.
- An identifier for identifying a help information repository associated with said help message (Sullivan Figure 19) Sullivan shows numerous identifiers classifying the information into a category. (E.G. Incident ID, Windows 98 Diagnostics label, etc) (See also column 9, lines 55-67)

Sullivan shows the Self service answer that is generated from the diagnostic map, which is another form of an identification to the help message because the map generates map results that are used by the system and the support engineer in reducing or solving the problem submitted by the user (See column 11, lines 6-55).

- A user interlace providing a display image including a help message and enabling a user to retrieve an additional document associated with a particular help message from said help information repository (See figure 17 and column 13, lines 44-67). Sullivan teaches the support engineer searches for the problem in the database (See column 11, lines 55-67) and inserts the URL of the found support document and the page is sent to the user as a message that appears as an active link to the user.
- A data processor for storing said message conveying help information in said help information repository in order of creation by using said creation time indicator (See figure 12 and 19) Sullivan shows the processor displaying the journal information in order based on date.

With respect to **dependent claims 2 and 25,** Sullivan teaches the system wherein said display image includes a link representative item enabling a user to retrieve said additional document and enables a user to retrieve help message information from said help information repository sorted by creation time using a creation time indicator and said interface processor comprises a search operation, said search operation allows a user to search any help information repository (See figure 17, #152 and Figure 7, 88) Sullivan shows a process of allowing a user to search through any information repository and (See figure 17 and column 13, lines 44-67). Sullivan teaches the support engineer searches for the problem in the database (See column 11, lines 55-67) and inserts the URL of the found support document and the page is sent to the user as a message that appears as an active link to the user.

With respect to **dependent claim 3,** Sullivan teaches the system wherein said data processor automatically parses a help message and creates a link for retrieving said additional document by

converting text into a hyperlink and inserting said hyperlink in a help message and said data processor automatically deletes said message after an expiration of a time period from creation time (See column 14, lines 30-332 and column 9, lines 1-25). Sullivan teaches the system can interpret from a given URL whether the URL is to a map or to another page, which would have to incorporate a parser to determine from the URL what it is. Second, the map process is tied to the knowledge base in that once the map is run then the results are sent to the interface. The analyst in reading the map results can send a message to the user, which contains active content, and can contain another map that once selected by the end user can be run on the computer. The system therefore would know to execute the map instead of the URL because it can determine the difference (See also column 13, lines 50-67). Sullivan teaches the known process of displaying dialog boxes to communicate to the user (See column 7, lines 35-40). Therefore, a message could be delivered to the user in the form of a dialog box and the known process of dismissing a dialog box after a period of time can be employed.

With respect to **dependent claim 4,** Sullivan teaches the system wherein said creation time indicator includes a creation date indicator and said data processor stores said message conveying help information in said help information repository in order of creation by using said creation time and date indicator (Sullivan figure 12 and 19) Sullivan expressly shows the information for the given incident organized and displayed by both creation time and date (See 07-dec-98, 6:17:29 creation time and date).

With respect to **dependent claim 5,** Sullivan teaches the system wherein said interface processor receives said help message in response to user entry of said data representing said help message using a help window generated in response to user selection of a help icon presented in a displayed user interface image employed by said executable application and said help information repository comprises records of help messages associated with at least one of: (a) said displayed user interface image and (b) an image element in said displayed user interface image (Sullivan column 7, lines 34-

40). Sullivan teaches the interface seen by the analyst is presented with the help message after the user has selected the help message icon.

With respect to **dependent claim 6,** Sullivan teaches the system wherein individual displayed user interface images employed by said executable application are associated with corresponding individual information repositories comprising records of help messages concerning a corresponding displayed user interface image (See column 15, lines 15-67) Sullivan teaches the advantage to see all of the user messages for a given topic as they are related to a given incident and also Sullivan teaches that notes from one type of incident can be linked to another incident.

With respect to **dependent claim 7,** Sullivan teaches the system wherein said help information repository associated with said help message comprises at least one of: (a) a web page, (b) a journal, (c) a database, (d) a record and (e) a system, of help information and said help information repository is accessible by users of said executable application (Sullivan Figure 19 and column1 4, lines 1-37) Sullivan teaches a journal, and a repository of information that is accessible to the user (See figure 7) and a database (See column 6, lines 50-67).

With respect to **dependent claim 8,** Sullivan teaches the system wherein said creation time of said help message comprises at least one of: (a) a time associated with receipt of said help message by said interface processor in response to user data entry, (b) a time associated with incorporation of said help message in said help information repository, (c) a time associated with entry of said help message by a user, (d) a time associated with communication of said help message to said help information repository and (e) a time associated with receipt of said help message by said help information repository (Sullivan figure 12) Sullivan shows the time associated with the entry of the help message. Sullivan also shows the last modified field (See figure 13), which is a time in response to a data entry. Sullivan further shows the time associated with the communication of the help message to the repository (See figure 18, Date column).

With respect to **dependent claim 9,** Sullivan teaches the system wherein said data processor stores said help message conveying help information in said help information repository together with at least one of: (a) an indicator identifying a displayed user interface image associated with said help message, said user interface image being employed by said executable application, (b) a repository section identifier, (c) a sequence number identifying a message sequence within a repository section, (c) a help message creation time or date indicator, (d) information identifying a user creating or updating said help message, (e) a time or date indicator indicating expiration of validity of said help message (Sullivan Figure 19) Sullivan shows a creation time and date indicator. Sullivan also shows an indicator associated with the help information in the icons on the left of the given entries. Sullivan also shows the last modified field, which is an indication of an updating entry to the record.

With respect to **dependent claim 10,** Sullivan teaches the system wherein said repository section identifier identifies that said help message is to be stored in a repository section comprising at least one of: (a) a repository section accessible to all users, (b) a repository section accessible to an administrator, (c) a repository section accessible to an organization operating said executable application and (d) a repository section accessible to an organization owning said executable application (Sullivan column 14, lines 1-67). Sullivan teaches that a system analyst can access the journal of help messages. Sullivan also teaches that more then one analyst can access the information where the second analyst can be from a different organization.

With respect to **dependent claim 11,** Sullivan teaches the system wherein said interface processor receives said at least one indicator (a) to (e) (See Figure 13) Sullivan shows an Icon on the left of the journal entry showing the incident has been assigned to the analyst.

In regard to **Independent claim 12,** Sullivan teaches a system for providing help information supporting user operation of at least one executable application, comprising:

- An interface processor for receiving: user entered data representing a message conveying help information addressing a recorded problem encountered in using at least one executable application by providing information for eliminating or reducing said problem (Sullivan Figures 4-5 and column 7, lines 55-67 and column 8, lines 1-18) Sullivan shows the user selecting and entering a help message that is sent to a server where a list of probable issues are returned. Then is the user is still having issues then an interface processor runs a map routine to determine from the user's entry the appropriate course of action to take. Sullivan teaches a diagnostic map that is activated by the user selecting a link within the content and the diagnostic checks the operating system and applications for errors by running a set of scripts. The map performs a diagnostic on the computer and responds with the error message to the user (See column 10, lines 34-61). The message is also sent to a system analyst who can see the actual steps performed by the user. The analyst can then see the results, rerun the map routines, and then send a message to the user regarding a fix to the problem. The map routine and error messages are related to the user operation of an executable application and the messages are sent regarding the actual error that has occurred.
    - A creation time indicator identifying a creation time of said message (Sullivan column 12, lines 15-20 and Figure 19 and column 14, lines 20-25). Sullivan clearly shows the creation time indicator showing when the message was created (See Figure 19, 160). Notice in figure 19, the created field that shows the time stamp when the issue was created. Further, every message submitted by the support engineer is time stamped, see log bottom of figure 19.
    - An identifier for identifying a help information repository associated with said message, and a section indicator identifying a section of said help message and said interface processor initiates searching of said to identify help messages in response to a user command (Sullivan Figure 19) Sullivan shows numerous identifiers classifying the information into a category. (E.G. Incident ID, Windows 98 Diagnostics label, etc) (See

also column 9, lines 55-67) Sullivan shows the Self service answer that is generated from the diagnostic map, which is another form of an identification to the help message because the map generates map results that are used by the system and the support engineer in reducing or solving the problem submitted by the user (See column 11, lines 6-55).

- A user interface providing a display image presenting identified help messages ranked according to creation time and including a particular help message and a user selectable link enabling a user to retrieve an additional document associated with a particular help message from said help information repository; (Sullivan figures 18 and 19 and column 13, lines 55-67 and column 14, lines 1-47). Sullivan teaches the user (analyst) can use the interface to look at help messages sent to the end user. The analyst can send a link to repository information that contains additional information and the link is added and shown in the journal information.
- A data processor for storing said message conveying help information in said help information repository in an order of creation using said creation time indicator (See figure 12 and 19) Sullivan shows the processor displaying the journal information in order based on date.

With respect to **dependent claim 13,** Sullivan teaches the system wherein said data processor stores said message conveying help information in said section identified by said section indicator (See figures 15 and 16) Sullivan shows a repository of categories of information related to the help messages.

With respect to **dependent claim 14,** Sullivan teaches the system wherein said section comprises at least one of: (a) a section accessible to all users and (b) a section accessible by particular user and

concerning policies and procedures (See column 14, lines 45-67). The history browser is accessible to all users and to a given analyst.

In regard to **Independent claim 15,** Sullivan teaches a system for providing help information supporting user operation of at least one executable application, comprising:

- A command processor for: receiving a request to access help information addressing a recorded problem encountered in using at least one executable application by providing information for eliminating or reducing said problem and including an indicator identifying a particular user interface display image employed by said at least one executable application and associated with said help information request, retrieving help information from a repository in response to said request Sullivan shows the user selecting and entering a help message that is sent to a server where a list of probable issues are returned. Then is the user is still having issues then an interface processor runs a map routine to determine from the user's entry the appropriate course of action to take. Sullivan teaches a diagnostic map that is activated by the user selecting a link within the content and the diagnostic checks the operating system and applications for errors by running a set of scripts. The map performs a diagnostic on the computer and responds with the error message to the user (See column 10, lines 34-61). The message is also sent to a system analyst who can see the actual steps performed by the user. The analyst can then see the results, rerun the map routines, and then send a message to the user regarding a fix to the problem. The map routine and error messages are related to the user operation of an executable application and the messages are sent regarding the actual error that has occurred.

- A display generator for initiating display of at least one image in response to said request, said at least one image including messages conveying help information in a time order of creation and associated with said displayed user interface image employed by said executable application and enabling, a user to retrieve an additional document associated with a particular help message from said help information repository (See figure 16 and column 13, lines 43-67). Sullivan shows

the information including the user help messages are displayed conveying the time and data of creation and that they are associated to the given message and application from which the help message originated. Sullivan teaches the system allows the system analyst to enter a link into a message that is sent to the user. The link is an active link to a repository where the analyst found the answer to the problem (See also column 11, lines 55-67).

With respect to **dependent claim 16,** Sullivan teaches the system wherein said display image includes a link representative item enabling a user to retrieve said additional document and enables a user to retrieve help message information from said help information repository sorted in time order of creation and said command processor receives a request to access help information supporting user operation of multiple executable applications and including an indicator identifying a particular user interface display image of a particular executable application (See column 11, lines 30-55 and 13, lines 50-60).

With respect to **dependent claim 17,** Sullivan teaches the system wherein said time order of creation of said message comprises an order based on at least one of: (a) a time associated with receipt of said message by said interface processor in response to user data entry, (b) a time associated with incorporation of said message in said repository, (c) a time associated with entry of said message by a user, (d) a time associated with communication of said message to said repository and (e) a time associated with receipt of said message by said repository (Sullivan figure 12) Sullivan shows the time associated with the entry of the help message. Sullivan also shows the last modified field (See figure 13), which is a time in response to a data entry. Sullivan further shows the time associated with the communication of the help message to the repository (See figure 18, Date column).

With respect to **dependent claim 18,** Sullivan teaches the system wherein said command processor automatically parses a help message and creates a link for retrieving said additional document by converting text into a hyperlink and inserting said hyperlink in a help message and said at least one image presents messages conveying help information in time order of creation with a most recently

created message being presented first (See column1 4, lines 15-46, See column 10, lines 34-67 and column 13, lines 50-60). Sullivan teaches a diagnostic map is run and the results of the map are captured in the display. The map results help to build a Service string (See column 11, top) that is used by the interface and the analyst to locate a problem fix in the repository. The string guides the analyst to a possible diagnostic map that can be run in response to the previously run maps and then sends a message to the user containing the active content page where the map was found. The user can select or run the map to attempt to fix the problem (See column 13. lines 1-67).
With respect to **dependent claim 19,** Sullivan teaches the system wherein said at least one image includes instructions guiding a user in use of functions available in said image (See figured 9-10).

In regard to **Independent claim 20,** Sullivan teaches a system for providing help information supporting user operation of at least one executable application, comprising:

- A display generator for initiating display of at least one help access image in response to user selection of a help icon associated with a user interface image employed by said executable application, said help access image including an image element enabling a user to at least one of: (a) add a message to a help information repository, (b) access user manual information associated with said user interface image employed by said executable application and (c) read information derived from said help information repository including messages conveying help information addressing a recorded problem encountered in using at least one executable application by providing information for eliminating or reducing said problem in a time order of creation and associated with said user interface image employed by said executable application; (d) retrieve an additional document associated with a particular help message from a help information repository (Sullivan see column 13, lines 50-60). Sullivan teaches the system can allow the system analyst to connect the map system information and the database and placing a link to the found information in the repository into a message that is sent to the user and a command processor for initiating access to said help information repository in response to user activation of said image element (Sullivan column

7, lines 34-40). Sullivan teaches the interface seen by the analyst is presented with the help message after the user has selected the help message icon. Sullivan also shows the message is added to the repository (See figure 12). Sullivan shows the user can read the entries in the journal in the time of creation and by date and Sullivan shows that the user can click on the given map that was run on the machine and access a given repository of information based on the map results highlighting the error (See figures 13 and 14). Sullivan shows the user selecting and entering a help message and an interface processor that runs a map routine to determine from the user's entry the appropriate course of action to take (Sullivan Figures 4-5 and column 7, lines 55-67 and column 8, lines 1-18). In the example shown in all of the figures, the user is given help in operating and running the Microsoft word application.

In regard to **Independent claim 21,** Sullivan teaches a method for providing help information supporting user operation of at least one executable application, comprising the activities of:

- Receiving: (a) user entered data representing a message conveying help information addressing a recorded problem encountered in using at least one executable application by providing information for eliminating or reducing said problem and including an indicator identifying a particular user interface display image employed by said at least one executable application and associated with said help information request, retrieving help information from a repository in response to said request Sullivan shows the user selecting and entering a help message that is sent to a server where a list of probable issues are returned. Then is the user is still having issues then an interface processor runs a map routine to determine from the user's entry the appropriate course of action to take. Sullivan teaches a diagnostic map that is activated by the user selecting a link within the content and the diagnostic checks the operating system and applications for errors by running a set of scripts. The map performs a diagnostic on the computer and responds with the error message to the user (See column 10,

lines 34-61). The message is also sent to a system analyst who can see the actual steps performed by the user. The analyst can then see the results, rerun the map routines, and then send a message to the user regarding a fix to the problem. The map routine and error messages are related to the user operation of an executable application and the messages are sent regarding the actual error that has occurred.

- (b) An indicator identifying a creation time of said message, (c) an identifier for identifying a help information repository associated with said message providing a display image including a help message and enabling a user to retrieve an additional document associated with a particular help message from said help information (See figure 19 and column 14, lines 1-67). Sullivan shows the system receiving the user message with the help information that was conveyed to the user. Sullivan also shows the id with the time and creation date of the message and shows in the tree section the related information repository used to solve the users problem. (See column1 4, lines 15-46, See column 10, lines 34-67, and column 13, lines 50-60). Sullivan teaches a diagnostic map is run and the results of the map are captured in the display. The map results help to build a Service string (See column 11, top) that is used by the interface and the analyst to locate a problem fix in the repository. The string guides the analyst to a possible diagnostic map that can be run in response to the previously run maps and then sends a message to the user containing the active content page where the map was found. The user can select or run the map to attempt to fix the problem (See column 13. lines 1-67).
- Storing said help message conveying help information in said help information repository in order of creation by using said indicator (See figure 19, bottom) Sullivan shows the information is presented and stored in the display in order of creation (See dates for each message).

In regard to **Independent claim 22,** Sullivan teaches a method for providing help information supporting user operation of at least one executable application, comprising the activities of:

- Receiving a request to access help information addressing a recorded problem encountered in using at least one executable application by providing information for eliminating or reducing said problem and including an indicator identifying a particular user interface display image employed by said executable application and associated with said request (See figures 8-10) Sullivan shows receiving a request for Windows Word 97 service release 1 and how to fix it. Sullivan shows in figure 12, that the incident can be viewed in the interface viewed by the analyst with an indicator identifying that the user is using Word 97 and the information with the appropriate DLL to fix the problem is shown in the map results. Sullivan shows the user selecting and entering a help message that is sent to a server where a list of probable issues are returned. Then is the user is still having issues then an interface processor runs a map routine to determine from the user's entry the appropriate course of action to take. Sullivan teaches a diagnostic map that is activated by the user selecting a link within the content and the diagnostic checks the operating system and applications for errors by running a set of scripts. The map performs a diagnostic on the computer and responds with the error message to the user (See column 10, lines 34-61). The message is also sent to a system analyst who can see the actual steps performed by the user. The analyst can then see the results, rerun the map routines, and then send a message to the user regarding a fix to the problem. The map routine and error messages are related to the user operation of an executable application and the messages are sent regarding the actual error that has occurred.
- Retrieving help information from a repository in response to said request (See Figure 13 and 14) Sullivan shows the process of retrieving the help information from the repository
- Initiating display of at least one image in response to said request, said at least one image including messages conveying help information in a time order of creation and associated with said user interface display image employed by said executable application enabling a user to retrieve an additional document associated with a particular help message from said help information repository (See Figure 16) Sullivan shows the display of information in response to a help request from the user and where the information in the interface conveys help information to

the analyst. Sullivan teaches a diagnostic map is run and the results of the map are captured in the display. The map results help to build a Service string (See column 11, top) that is used by the interface and the analyst to locate a problem fix in the repository. The string guides the analyst to a possible diagnostic map that can be run in response to the previously run maps and then sends a message to the user containing the active content page where the map was found. The user can select or run the map to attempt to fix the problem (See column 13. lines 1-67).

In regard to **Independent claim 23,** Sullivan teaches a method for providing help information supporting user operation of at least one executable application, comprising the activities of:

- Initiating display of at least one help access image in response to user selection of a help icon associated with a user interface image employed by said executable application, said help access image including an image element enabling a user to at least one of: (a) add a message to a help information repository, (b) access user manual information associated with said user interface image employed by said executable application, (c) read information derived from said help information repository including messages conveying help information addressing a recorded problem encountered in using at least one executable application by providing information for eliminating or reducing said problem in a time order of creation and associated with said user interface image employed by said executable application Sullivan shows the user selecting and entering a help message that is sent to a server where a list of probable issues are returned. Then is the user is still having issues then an interface processor runs a map routine to determine from the user's entry the appropriate course of action to take. Sullivan teaches a diagnostic map that is activated by the user selecting a link within the content and the diagnostic checks the operating system and applications for errors by running a set of scripts. The map performs a diagnostic on the computer and responds with the error message to the user (See column 10, lines 34-61). The message is also sent to a system analyst who can see the actual steps performed by the user. The analyst can then see the results, rerun the map routines, and then send a message to the user regarding a fix

to the problem. The map routine and error messages are related to the user operation of an executable application and the messages are sent regarding the actual error that has occurred.

- Initiating access to said help information repository in response to user activation of said image element (See column 14, lines 30-67). Sullivan teaches the user can click on given journal entry to activate the content related to the message.

In regard to **Independent claim 24,** Sullivan teaches a method, comprising the activities of:

- In response to a first single action, presenting a help log comprised by a user-editable help application, the help log corresponding to an operation related to a computer application (column 12, lines 19-30) Sullivan teaches the user opens the incident report and a help log is presented that corresponds to the application that the user seeks help to fix.
- In response to a second single action, providing a user-defined help message to a database, the user-defined help message comprising information related to the operation addressing a recorded problem encountered in using said computer application by providing information for eliminating or reducing said problem (Sullivan Figures 4-5 and column 7, lines 55-67 and column 8, lines 1-18) Sullivan shows the user selecting and entering a help message that is sent to a server where a list of probable issues are returned. Then is the user is still having issues then an interface processor runs a map routine to determine from the user's entry the appropriate course of action to take. Sullivan teaches a diagnostic map that is activated by the user selecting a link within the content and the diagnostic checks the operating system and applications for errors by running a set of scripts. The map performs a diagnostic on the computer and responds with the error message to the user (See column 10, lines 34-61). The message is also sent to a system analyst who can see the actual steps performed by the user. The analyst can then see the results, rerun the map routines, and then send a message to the

user regarding a fix to the problem. The map routine and error messages are related to the user operation of an executable application and the messages are sent regarding the actual error that has occurred.

- Rendering the user-defined help message according to a creation time in the help log and providing a display image including said help message and enabling a user to retrieve an additional document associated with a particular help message from said database. (See column 14, lines 1-45) Sullivan teaches the analyst can add a message to the user log with a single second action by either drag-drop or by typing a note and the time of entry is shown when entered. Sullivan teaches that the system analyst sends a user a link with a webpage link in the message. The user can click the link to see the information the analyst has sent to the user regarding the information found to fix the users problem. The web page can also be active content that can run a new map to execute on the machine to determine the actual problem encountered.

With respect to **dependent claim 26,** Sullivan teaches the method further comprising: automatically parsing a help message and creating a link for retrieving said additional document by converting text into a hyperlink and inserting said hyperlink in a help message; and providing a search function (See column 14, lines 15-46, See column 10, lines 34-67 and column 13, lines 50-60). Sullivan teaches a diagnostic map is run and the results of the map are captured in the display. The map results help to build a Service string (See column 11, top) that is used by the interface and the analyst to locate a problem fix in the repository. The string guides the analyst to a possible diagnostic map that can be run in response to the previously run maps and then sends a message to the user containing the active content page where the map was found. The user can select or run the map to attempt to fix the problem (See column 13. lines 1-67).
With respect to **dependent claim 27,** Sullivan teaches the method further comprising: providing a preview of the user-defined help message (See figure 18) The chat messages are previewed

before being sent and added to the log. The information in the log can be added from the repository that contains the help topics.

In regard to **Independent claim 28,** Sullivan teaches a method, comprising the activities of:

- A first single action, accessing a help log comprised by a user-editable help application, the help log corresponding to an operation related to a computer application (column 12, lines 19-30) Sullivan teaches the user opens the incident report and a help log is presented that corresponds to the application that the user seeks help to fix.
- A second single action, providing a user-defined help message to the user-editable help application, the user-defined help message comprising information related to the operation addressing a recorded problem encountered in using at least one executable application by providing information for eliminating or reducing said problem, (Sullivan Figures 4-5 and column 7, lines 55-67 and column 8, lines 1-18) Sullivan shows the user selecting and entering a help message that is sent to a server where a list of probable issues are returned. Then is the user is still having issues then an interface processor runs a map routine to determine from the user's entry the appropriate course of action to take. Sullivan teaches a diagnostic map that is activated by the user selecting a link within the content and the diagnostic checks the operating system and applications for errors by running a set of scripts. The map performs a diagnostic on the computer and responds with the error message to the user (See column 10, lines 34-61). The message is also sent to a system analyst who can see the actual steps performed by the user. The analyst can then see the results, rerun the map routines, and then send a message to the user regarding a fix to the problem. The map routine and error messages are related to the user operation of an executable application and the messages are sent regarding the actual error that has occurred.
- Displaying the user-defined help message according to a creation time in the help log (See figure 18).

- Enabling a user to retrieve an additional document associated with a particular help message from said database (See column 14, lines 15-46, See column 10, lines 34-67 and column 13, lines 50-60). Sullivan teaches a diagnostic map is run and the results of the map are captured in the display. The map results help to build a Service string (See column 11, top) that is used by the interface and the analyst to locate a problem fix in the repository. The string guides the analyst to a possible diagnostic map that can be run in response to the previously run maps and then sends a message to the user containing the active content page where the map was found. The user can select or run the map to attempt to fix the problem (See column 13. lines 1-67). The map is an active content page that executes a script that returns information to both the user and the system analyst.

With respect to **dependent claim 29,** Sullivan teaches the method wherein the help log comprises at least one of: organization information, employee information, policy information, and procedure information (See figures 15-16) Sullivan shows procedural information in the log
With respect to **dependent claim 30,** Sullivan teaches the method wherein the user-defined help message comprises at least one of: organization information, employee information, policy information, and procedure information (See figures 8-10) Sullivan shows procedural information in the messages in the log.

(10) Response to Argument

Beginning on page 9 of Appellant's brief (hereinafter Brief); Appellant argues specific issues, which are accordingly addressed below. Applicant has elected to the claim groupings and the Examiner will present arguments based on the

appellant's groupings. The Examiner has made attempts to summarize arguments for the sake of brevity and not presenting repetitive arguments.

Claims 1, 5-11, 13 and 14

Applicant argues that Sullivan does not disclose each feature claimed in claim 1

Appellant argues that Sullivan *is not concerned with providing and transmitting message indicative of a problem where the help messages* ***address a recorded problem*** *in using an at least one executable application and providing information for eliminating or reducing said problem* because appellant interprets the teachings of Sullivan as providing automated technical support from a support engineer where the problem and help messages to the user are merely indicative of a problem whereas appellant states their messages **reduce or eliminate the problem**.

The Examiner respectfully disagrees.

First, the examiner refers to the specification for support for the claim features. The appellant in providing the summary of subject matter refers to the specification (page 7, lines 9-14 and Figure 3, reference no. 300). The Examiner also refers to Page 7, Para 17, Page 9, Para 23, Page 13, Para 32 and Page 14-15, Para 36 for additional description of the help function. The Examiner can find no mention of claim phrases "eliminating of reducing" said problem and therefore will provide the plain meaning of the terms, as directed by MPEP 2111.01. Further, the cited section by appellant to support the claim feature of eliminating and reducing a recorded problem is as follows:

[16] FIG. 3 is an exemplary embodiment of a user-editable help application 300. User-editable help application 300 can be accessed through a single action by a user, such as clicking once on a link or button on a navigation page. Clicking on a function link within a computer operation can cause user-editable help application 300 to appear as a window comprising a help log 305

Therefore, using the appellant's definition of where the specification provides support for providing help information, the Examiner submits that Sullivan teaches the process of clicking on a button or link to cause a help application to appear.

In the final office action, mailed 10/19/2007 the Examiner cites (figure 4-5) in Sullivan for showing how help information is provided by the system to the user when the user selects a link. For Example, Sullivan shows (figure 4, 62) and column 7, lines 60-67) that the user indicates their request for help by double clicking on an icon in the support tray. Sullivan then shows (fig 4, 64) that an interface is presented to the user where the server interface is called Motive Assistant, See Figure 5). Sullivan teaches the user selects a problem area (See Fig. 4, 66). It is noted that at this time the user has already indicated that they need help because they have encountered a problem and then selected the function to receive help as shown in figure 4. Step 4, Fig. 4, 68 states the user provides a problem description, where Sullivan states that the user provides a brief description of the problem encountered and the combinational step is taught that allows the user to submit a new service request and to enter information (See column 8, lines 15-18). Sullivan teaches that this step 72, the system checks to see if a browser is shown to the user. If positive, then the system takes the contact information (OS type, values entered by the user, etc) and presents a

self help home page. The system then **populates the search field automatically, which is a starting point to enable the user to solve the problem at hand** (See column 8, lines 45-52). Further, the drawing of Sullivan show more specifically the self population of the search field (See figure 5). The user chooses a list item for having issues with Microsoft Word, **which is an executable application.** Process then tests to see if the user id matches the records and validates the user (See process B, Figure 4). Sullivan teaches the results from the user selection are then displayed (See figure 4, 94). It is important to note that Sullivan expressly recites (See column 8, lines 60-67) that the help information presented is active content. Active content as defined in Sullivan is content derived from the execution of diagnostic maps initiated when certain actions are taken (selecting a link, clicking a button, etc). Sullivan in step 70, already states the user clicked a button to submit a request and therefore an active content request was initiated. Sullivan expressly teaches that the active content shown to the user **enables the user to determine the particular technical problem described by the external page that applies to the user's actual** (See column 9, lines 5-10). Sullivan also teaches the search string value that is fed to the server should produce relevant hits for solving the technical problem (See column 9, lines 32-35). Sullivan teaches step 96, the user selects the link and an active content page is presented, step 98. The system then provides the user **with the option to further diagnose through a diagnose button and or the option to fix the problem by selecting the fix button** (See

column 10, lines 5-12). Sullivan states that each of the steps to fix or diagnose are shown with explanatory text to describe what the user needs to do (See Figure 9). Step 100 checks to see if the user selects fix or diagnose. If diagnose, Steps 102 and 104 are executed and if Fix, steps 106 and 108 are executed. Either way the system executes the diagnostic map to perform the function. Step 110 is used after neither of steps 102 or 104 fix the problem.

To wit, the Examiner does not understand the rationale provided the Sullivan does not provide help information supporting user operation of at least one executable application, when the very application the user works on is determined automatically by the system. The help message clear conveys help information addressing the problem because Sullivan states, as shown above, that the active content is directly related to the technical problem the user has experienced. In contrast to applicant's argument, Sullivan has been shown to provide more then just potential problem areas as the problem applies directly to the user system (See column 9, lines 5-10) and directs the questions to the outcome of the diagnostic map that directs the user to fix the issue at hand.

Appellant argues that Sullivan does not disclose providing links in the messages to solve a problem for an executable application, and does not provide a 112 1st enabling disclosure of a creation time indicator identifying the help message and does not allow the user to retrieve additional documents associated with the help message from a help message repository.

Appellant argues that Sullivan does not disclose links to messages to solve a problem because they interpret Sullivan to not teach an active journal that contains links. The appellant argue that Sullivan does not provide an enabling disclosure of a creation indicator because they interpret Sullivan's time stamp of Sullivan as not related to the actual time the message was created to solve the problem. Finally, appellant argues that Sullivan does not teach providing links to additional documents associated with the help message from a help repository. (See Brief pages 12, 14 and 15).

The Examiner disagrees.

As noted in the office action the "**user**" in claims 1 and 12, does not actually select or perform a function. The claims clearly recite that the links will be presented to the user but the user does not perform a selection.

In regard to the first argument, the applicant appears to be arguing the feature of claim 12, where a particular help message includes a user selectable link enabling the user to retrieve an additional document associated with the help message from said help information repository where the messages are presented according to creation time. The examiner, in the rejection, referred to Figures 18 and 19 and column 13, lines 55-67 and 12, lines 1-47 and figure 12. It is important to note that figures 12-20 show different screens of the same interface. There are two users in Sullivan, the end user with the problem and the technical support analyst. Since the claims don't specifically recite a user, the Examiner scenario for providing a link to the user is as follows. Figure 12 shows

the help incident as reported to the engineer (from step 110 in figure 4). The engineer clearly has a view of what the user has experienced during the process steps of self diagnosing their problem (See also column 12, lines 30-45). On the bottom of figure 12, is a problem incident list, with dates showing the users submissions to the self help system. The information is displayed just as the user viewed them and replayed for the Engineer as it is stored so as to be repeated for the engineer to speed the help process. In the right pane, center of the screen is a link to the help repository from where the user received help information from and is selectable to the engineer. If the end user where to have placed two questions in the system then they would show here. Evidence to support the Examiners position is shown in figure 10, middle with a link to the same URL "Main Microsoft office site" which resolves to www.microsoft.com\office. Therefore, the links presented to the user for associated information during the self help session are maintained in the journal and selectable to the engineer for the purposes of retracing the steps taken by the end user.

Moreover, the Examiner interprets the section of Sullivan, lines 37-45 as a teaching where the analyst has created a journal entry and as Sullivan teaches a heading of published content can be present on content page with a link back to the journal as the link to help information repository. These pages can be the active content pages shown in figures 5-7 because the content pages are the active content pages presented to the user as described in column 9, lines 10-20 and Figure 7 where headings of help information are presented.

The second argument that the specification does not teach a creation time indicator, the question of enablement revolves around several factors explained in MPEP 2164. The main point to determine is if one of ordinary skill in the art at the time of the invention would be able to recognize with little to no experimentation the creation indicator and taking the specification and record as a whole is the creation indicator clearly suggested or shown. In terms of what the specification provides and shows, the skilled artisan would in the Examiners opinion, interpret the teaching of Sullivan where it states that an incident state including the dates when created, modified and closed are recorded in the journal and where the journal shows the field " **incident created date of: 07-DEC 98 6:16:38 PM CST** in figure 19, as a creation date indicator.

The third argument, states that Sullivan does not show allowing the user to retrieve additional document from the help information repository. From the journal entry screen (Figure 19), the user can select map results and then would see figure 12, where the links presented to the user are visibly shown. A second, interpretation, the user selects the content browser tab next to map explorer and is taken to a help repository (See figure 17), which provides links to additional documents. Moreover, Sullivan teaches the content selection presented to the user contains problem resolution notes, alerts, how-to's and update notes as well as other types of support information. These links would be shown in the support engineer's screen if the user has selected on any of the links or were pertinent in solving the problem detected by the system.

CLAIM 2

Appellant argues the Sullivan does not provide an additional document associated with a help message where the information is sorted based on creation time.

Appellant presents a similar argument as presented above that the creation time indicator is not taught and that Sullivan does not provide additional links to help information from messages sorted by creation time (See brief page 17).

The Examiner disagrees.

As mentioned above, the teachings of Sullivan are interpreted as showing a creation time indicator as shown in Figure 19. Second, the incident summary in the journal shows all of the messages for the problem in the scrollable area on the screen and the messages are sorted by date and time (See journal pane with messages sorted by date and also the history browser of incidents sorted by date in figure 20). From the journal screen the user can select from the tree a given incident, if there are multiple, maps, etc as shown in figure 12 and then they can select on either the URL presented in the self help answer screen or they can click the content browser section to see the search screen. The Examiner has given a summarized answer to this feature as the main argument was presented for claim 1, and thus those arguments are incorporated here within.

CLAIM 3

Appellant does not interpret Sullivan as parsing a message to provide support

Appellant does not interpret Sullivan as parsing a message to provide support because they don't interpret the cited section as teaching the feature (See Brief page 18).

The Examiner disagrees.

As mentioned above, the system of Sullivan presents active content pages to the user where the active content is derived from attaching diagnostic maps to the content and through execution the system provide a fix screen to the user, as mentioned above in figure 4. Figures 9 and 10 are expressed examples and as shown in the figures there are links to view the related information in figure 10 (see also column 10, lines 15-20). Sullivan also teaches providing an expert search string that leverages the knowledge of other troubleshooters or persons who had similar issues and then presents the information to the user as shown in figure 9 and 10. Within figure 9 and 10 are several links that provide support and it is the links that are parsed information because they comes from the initial input created by the user as to what their problem is (See column 10, lines 62-67 and Figures 5-10). Therefore, "the parsing" in the claim, is interpreted as defined by appellant on page 9, lines 6-15 and page 10, lines 2-25 of the present application specification as a "function link" that allows a user to post information related to the information and the link can be placed **anywhere** in the application to access related help to the situation. The Examiner submits there is a link step in figure 4, 62, 70, and 96 for the end user and there is a link in figure 12, to the content page that provides help as well as a URL to the page the user accessed

while troubleshooting during the self help session. All of the links presented provide help to the user when selected.

CLAIM 12

Appellant presents substantially the same arguments as presented above for claim 1 and thus the Examiner incorporates the arguments presented above, supra. The main difference between claims 1 and 12 is the limitation of having a section identifier that identifies a section of the help repository associated with a help message. All of the other limitations are similar to claim 1. As argued above and in the claim, the Engineer can access several screens to see what has transpired for a given help incident. The user has attempted to fix the problem themselves as shown in figure 4 and column 9, lines 55-67 - column 10 lines 67. The system runs a diagnostic map and provides the user with a direct link to the content related to the error. The links associated with the content are labeled by category (See column 13, lines 45-50). The Examiner interprets figures 12-18 where the incident for Microsoft word is shown in the first screen Figure 12, and Windows 95 showing in figure 13 and Windows 98 shown in figure 19, provide the structure to show from the Microsoft office the section of the office site that pertains to each operating system. The ID is the name of the OS, in each case and the identifier is shown on each of the screen. Microsoft office is a large repository of several different applications and accessing the repository for just windows 98 information using a Windows 98 ID, is identifying the section of the

repository to locate information. Clearly, one would not want to look for information on Microsoft Power point applications when the problem is dealing with Microsoft Word.

CLAIMS 15-17 and 19

Appellant argues the Sullivan does not disclose the indicator specifying the particular user interface display image

Applicant presents substantially the same arguments as presented for claims 1 and 12 and the Examiner's response is incorporated by reference within. Claim 15, presents a limitation of identifying the particular user interface display image employed by said executable application. The Examiner again refers to figure 19. Figure 19 shows the Queue as windows 98. In comparing figure 20 and figure 19, it appears the system keeps track of the type of application and assigns the application to the queue related to the application. Windows 95 is different then Windows 98 and can be an indicator differentiating between what is known in the art as two different executable applications. In other words, Windows 98 is not the same as Windows 95 and each of those have distinct identifiers and are labeled on the screen as such.

CLAIM 18

Appellant argues that the system of Sullivan does not parse a message to create link for retrieving an additional document by converting text into a link and inserting the link in the message.

Appellant does not interpret Sullivan as parsing a message to provide support because they don't interpret the cited section as teaching the feature (See Brief page 32).

The Examiner disagrees.

As mentioned above, the system of Sullivan presents active content pages to the user where the active content is derived from attaching diagnostic maps to the content and through execution the system provide a fix screen to the user, as mentioned above in figure 4. Figures 9 and 10 are expressed examples and as shown in the figures there are links to view the related information in figure 10 (see also column 10, lines 15-20). As mentioned above, **links back to the journal entries may be created on content pages whenever a journal entry is created** (See column 14, lines 37-45 and column 15, lines 15-45).See column 14, lines 25-30. Sullivan also teaches providing an expert search string that leverages the knowledge of other troubleshooters or persons who had similar issues and then presents the information to the user as shown in figure 9 and 10. Within figure 9 and 10 are several links that provide support and it is the links that are parsed information because they comes from the initial input created by the user as to what their problem is (See column 10, lines 62-67 and Figures 5-10). Therefore, "the parsing" in the claim, is interpreted as defined by appellant on page 9, lines 6-15 and page 10, lines 2-25 of the present application specification as a "function link" that allows a user to post information related to the information and the link can be placed **anywhere** in the application to access

related help to the situation. The Examiner submits there is a link step in figure 4, 62, 70, and 96 for the end user and there is a link in figure 12, to the content page that provides help as well as a URL to the page the user accessed while troubleshooting during the self help session. All of the links presented provide help to the user when selected.

CLAIM 20

Appellant argues that Sullivan does not teach the features of the claim of adding a message to a help repository and accessing a manual of information related to the help message and then reading the information (See Brief page 33)

Appellant argues the that Sullivan does not teach or disclose the structure to allow a user to add help message to a repository, access a manual of information relating to the message and then allowing the user to read the information from the repository and also continues to argue the feature presented in the other independent claims. Appellant appears to interpret Sullivan as not conveying help information addressing a recording problem encountered using an executable application and the user receiving information for eliminating or reducing a problem and the appellant does not believe Sullivan teaches addresses a recorded problem and showing the problems are sorted by creation date in a repository. The main point made by appellant appears to be that they do not interpret the active journal of Sullivan as providing help information to the user that is relevant because the active journal information is read by analysts or other technical personnel and would not be understood by the user and argues

that the disclosure of Sullivan does not provide enablement for a creation time indicator or for allowing the user to retrieve an additional document associated with the help message.

The Examiner disagrees.

The features of claim 20 that are different then claim 1 and 15 are that the user can add a message to a repository, access a manual relating to the submitted message and then read the manual. The other features of the claim are interpreted to be substantially similar to claims 1 and 15 and the arguments presented above are incorporated here within. As explained above, the user in this claim can be interpreted to be the support engineer or the end user and depending upon the time of interaction the users can switch roles. Taking the engineer view, they can add a message to the help repository because the links in the journal are linked back to the active content pages that are presented in the diagnostic maps to the user (See column 14, lines 25-46 and column 16, lines 42-46) and then they can be shown in the search page in figure 7. Further, the engineer can see all of the recorded steps that the user has executed during the self help process outlined in figure 4. Therefore, as shown in figure 12, the search string the user entered creates a function link to the repository, which brings up a link to solve the problem and both find their way into the recorded incident that the engineer can revisit. Then the engineer can not only reclick the links but add journal entries, link to other journals and provide new entries to the incident, they can read the manual, as shown in figure 17. In summary, the

engineer and end user both add entries into the help log. The entries are recorded and become a part of the active content page that can be presented back to the user as a map outcome and then a support engineer can revisit the incident, and add further messages to the log and can read the user manual for the application related to the help message request.

As mentioned above, it appears the appellant has not considered that Sullivan directs the content presented to the user in response to user input and the results are directly related to solving the issue that the user has reported. The creation time indicator is clearly shown in figure 19, as a creation time date and the incident log shows all communications on the user and engineers behalf for a given incident, with each message also listed in chronological order. Further, all the information for an incident is shown in the tree on the left of figure 12, with each step of the process as a node starting with what appears to be as a chronological process in diagnosing, checking, testing and reporting an error to the user. The specification along with the drawings appear to have 112 support as no interpretation is needed for the creation date (See figure 19, middle) and Sullivan clearly outlines the user can access more help information from a link as shown in figure 9, click the link to diagnose the problem and figure 10 to click the button to retrieve related information and both being in the actual message sent to the user. The engineer can revisit the same pages that were sent to the user and then can access other related information about the case (See column 13, lines 50-60). Finally, Sullivan expressly states that the engineer can **insert a**

URL of a current content page and sends it to the end user and when the end user receives it as a message the page link is displayed to the user.

CLAIM 21

Claim 21 is a method claim comprising the substantially the same subject matter as the system claim 1 and therefore the argument present above apply to this claim.

CLAIM 22

Claim 22 is a method claim comprising the substantially same subject matter as the system claim 15 and therefore the argument present above apply to this claim.

CLAIM 23

Claim 23 is a method claim comprising the substantially same subject matter as the system claim 20 and therefore the argument present above apply to this claim.

CLAIM 24, 25 and 27-30

Appellant argues that Sullivan does not teach presenting a help log with a single action and does not teach presenting a help message in response to a second action and the help message providing information related to a problem encountered during the use of an executable application.

Appellant presents arguments for claim 12, and argues that Sullivan's help log does not allow the user via a single action to present a help log and then with a second action present a help message related to a problem encountered with

using an executable application because it is the analyst that retrieves and views the log. As mentioned previously, the claim does not recite a specific person or timing as whom or when presents the response. The claims do recite that in response to an action then perform the function but the claims do not recite a specific instance that would differentiate between the end user of Sullivan or the Analyst of Sullivan. As mentioned in the rejection, the Examiner interprets the user as the engineer and in Sullivan the engineer can access a journal and the interface of Figures 12-20. At any time the engineer can browse through the interface and access different parts of a given incident record and can access a log of an incident. The log contains information of how an end user attempted to fix a problem using system support and all of the steps the user has performed can be reexecuted. Then the log entries show the reexecution by the engineer as well as the journal entries made by the engineer. Sullivan expressly teaches that the problems submitted are stored in a RDBMS database **to enlarge the knowledge base** and to create new diagnostic maps that the user can execute. Second, the user can select with a single action (which can be a double click) while in figure 12, the map results node on tree and the engineer can see the log of information presented in the bottom pane. In response to a second action, the Engineer can create a message and send it to the user where the message appears as a link to the user (See column 13, lines 50-60) and that message is the made a part of the log and stored in the database. The message is active content that directly supports the problem and leads the user to a resolution.

Finally, the system of Sullivan provides link for the user and engineer to retrieve more information that is associated with a message. For example, the engineer can access the search system (See figure 17), and then select content and that content can be sent to the user. The user can also access related information by selecting the related information button on figure 10, which is provided to the user as a link within a help message.

CLAIM 26

Appellant does not interpret Sullivan as parsing a message to provide support because they don't interpret the cited section as teaching the feature (See Brief page 32).

The Examiner disagrees.

As mentioned above, the system of Sullivan presents active content pages to the user where the active content is derived from attaching diagnostic maps to the content and through execution the system provide a fix screen to the user, as mentioned above in figure 4. Figures 9 and 10 are expressed examples and as shown in the figures there are links to view the related information in figure 10 (see also column 10, lines 15-20). As mentioned above, **links back to the journal entries may be created on content pages whenever a journal entry is created** (See column 14, lines 37-45 and column 15, lines 15-45).See column 14, lines 25-30. Sullivan also teaches providing an expert search string that leverages the knowledge of other troubleshooters or persons who had similar issues and then presents the information to the user as shown in figure 9 and 10.

Within figure 9 and 10 are several links that provide support and it is the links that are parsed information because they comes from the initial input created by the user as to what their problem is (See column 10, lines 62-67 and Figures 5-10). Therefore, "the parsing" in the claim, is interpreted as defined by appellant on page 9, lines 6-15 and page 10, lines 2-25 of the present application specification as a "function link" that allows a user to post information related to the information and the link can be placed **anywhere** in the application to access related help to the situation. The Examiner submits there is a link step in figure 4, 62, 70, and 96 for the end user and there is a link in figure 12, to the content page that provides help as well as a URL to the page the user accessed while troubleshooting during the self help session. All of the links presented provide help to the user when selected.

Conclusion

In preparing the response, it appears appellant has repeated for almost every single Independent claim the same argument that Sullivan does not teach presenting help information related to an executable application and providing information for eliminating or reducing the problem. As mentioned above, applicant has not used eliminating and reducing the specification and it appears from the cited sections that appellant refers that "the providing information" step links a user to a manual that provides information to the user and it is up to the user to apply the information to the problem to fix it. In contracts to appellant's

arguments, Sullivan outlines an entire process (See figure 4) that the user places a request and the system automatically tailor the response to address the problem the user has experienced. Further, Sullivan appears to execute a step not seen in the present application and that is to execute an automatic diagnostic map that can repair a problem (See Figure 9, middle). To wit, it is unclear as to why appellant does not believe that this function would not eliminate or at the very least reduce the problem. Second, applicant appears to not acknowledge that the creation time indicator, that is labeled as a create time field in figure 19, is either supported by the specification or anticipates their invention. Again, it is not clear how a field on a screen labeled as a creation time for an incident could not be considered a creation time indicator. Since the only purpose of putting a field on a screen and labeling it as creation time would be to track, record and then display the value for when the incident was created. Third, appellant appears to not believe that Sullivan anticipates the present invention because they interpret the art as not parsing a link to provide a help message, accessing a help log corresponding to help messages and identifying an application with an indicator. As explained above, the active content displayed to the user comes directly from user submitted help messages stored in a active journal that later becomes messages to be searched for in the knowledge base and become inputs to diagnostic maps that are run on the clients machine and therefore a help message is parsed for its content, then it is associated to related content and then it is stored in a manner as to be accessed again for a similar situation.

Sullivan shows several fields on figures 12-20 that can be considered indicators of an application and clearly shows how to differentiate between each of them. Finally, it appears appellant does not appreciate the ability of an engineer to navigate through the entire interface to retrieve various pieces of information about a problem submitted by the user with a single action. Through the interface the engineer can access a history log sorted by date, they can access previously submitted messages, send messages, access content, incorporate the content in the journal, they can send the content to the user and most of all they can record all communication in the database that can be retrieved at a later date.

(11) Related Proceeding(s) Appendix

No decision rendered by a court or the Board is identified by the examiner in the Related Appeals and Interferences section of this examiner's answer.

For the above reasons, it is believed that the rejections should be sustained.

Respectfully submitted,

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